EDD **Employment Development Department**
State of California

EMPLOYMENT PROGRAM MANAGER I

PROMOTIONAL EXAMINATION

COMMENCE TESTING NOTICE

The Employment Development Department (EDD) is now accepting online applications for the Employment Program Manager I (EPM I) examination. This is a Continuous Filing examination, which means EDD will accept online applications continuously for applicants who meet the education and/or experience requirements. Testing dates will occur in accordance with the hiring needs of the Department and will be announced.

The commence testing date (cut-off date) for the current examination is:

April 8, 2010

To apply for this examination, all applicants must APPLY ONLINE by clicking the Apply Online link/icon at the bottom of the online announcement located at:

http://jobs.ca.gov/CASPB/sup/BulPreview.asp?R1=104699&R2=00109189&R3=0HR02M

Applications must be submitted online and received no later than 5:00 pm on the commence testing date (cut-off date). Applications submitted online after 5:00 pm of the commence testing date (cut-off date) will be kept on file for the next administration of this examination.

Applications will be reviewed for Minimum Qualifications by the Exam and Recruitment Section and all applicants will receive notification of acceptance or denial.

All inquiries about this examination should be directed to Laura Carter-Cook at (916) 657-0558.

Exam Identification Number: 0HR02

Employment Development Department
State of California

EMPLOYMENT PROGRAM MANAGER I

PROMOTIONAL EXAMINATION

DEPARTMENTAL PROMOTIONAL FOR

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

POSITIONS EXIST

Positions exist statewide with the Workforce Services and Unemployment Insurance Branches.

POSITION DESCRIPTION

Workforce Services Branch – An Employment Program Manager I (EPM I) is the first supervisory level responsible for leading and coaching professional staff in administering the Workforce Services programs at various service points such as One-Stop Career Centers or other EDD sites. The EPM I supervises professional staff in one or more program units in an automated environment. In addition, incumbents may supervise support staff.

Unemployment Insurance Branch – An EPM I is the first supervisory level responsible for leading and coaching professional staff in a centralized Unemployment Insurance (UI) center. The EPM I provides leadership to professional staff in one or more program units administering UI activities in an automated environment. In addition, incumbents may supervise support staff.

SALARY RANGE

$4402 - $5350 per month

CONTINUOUS FILING

Online Examination Applications will be accepted continuously. Testing will occur in accordance with the hiring needs of the Department (commence testing dates [cut-off dates] will be announced).

SPECIAL FILING INSTRUCTIONS

To apply for this examination, all applicants must **APPLY ONLINE** by clicking on the Apply Online link/icon at the bottom of the on-line announcement located at:

http://jobs.ca.gov/CASPB/sup/BulPreview.asp?R1=104699&R2=00109189&R3=0HR02M

Applications must be submitted online no later than the commence testing date (cut-off date). Applications submitted online after the commenced testing date (cut-off date) will be kept on file for the next administration of this examination.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

NOTE: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. **("Range" is applicable to this examination; therefore, applications must reflect the breakdown of "from" and "to" dates for time spent in each range.)** Applications received without this information may be rejected because of incomplete information.

COMPETITION LIMITED TO

- Employees who have a permanent civil service appointment with the Employment Development Department by the commence testing date; or
- Current or former employees of the Legislature with two or more years as defined in Government Code 18990; or
- Current or former non-elected exempt employees of the Executive Branch with

---

SEE PAGE 2 FOR ADDITIONAL INFORMATION

two or more consecutive years as defined by Government Code 18992; or

- Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the EDD. Names of successful competitors will be merged onto the departmental promotional list in order of final score, regardless of date. Eligibility expires 24 months after it is established unless the needs of the services and conditions of the list warrant a change in this period.

COMPETITORS MAY COMPETE ONLY ONCE IN ANY CONSECUTIVE 24-MONTH PERIOD.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Note: All applicants must meet the education and/or experience requirements for this examination **by the commence testing date (cut-off date).**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I" "Or II". For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

Minimum Qualifications

EITHER I

Two years of full-time equivalent experience in the California state service performing the duties of an Employment Program Representative, Range C, or one year of experience as an Employment Program Supervisor I; Employment Program Supervisor II; Employment Development Specialist I, Range B; or Employment Development Specialist II. (Candidates who are within six months of completing the required experience will be admitted to the examination, however, they must complete the required experience before being considered eligible for appointment.)

OR II

Five years of administrative or management experience in the fields of personnel or placement services, human resources, or employment and training. Three years of the required experience must have been in a supervisory or managerial capacity.

(Experience in the California state service applied toward this requirement must include at least two years of full-time equivalent experience performing the duties of an Employment Program Representative, Range C, or one year of experience as an Employment Program Supervisor I or Employment Development Specialist I.)

DESIRABLE REQUIREMENTS

Experience in the EDD supervising professional or technical staff.

EXAMINATION INFORMATION

This examination will consist of an Education and Experience examination process weighted 100%.

EDUCATION AND EXPERIENCE - WEIGHTED 100%

This examination process will utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and thoroughly completing his/her application.

List all experience relevant to the "Requirements of admittance to the Examination" shown on this bulletin, including a complete list of any paid and/or volunteer part-time, full-time, and/or military service work experience, regardless of the duration

SCOPE

A. KNOWLEDGE OF:

1. EDD's mission, values, management philosophy, and internal and external customer service needs.
2. Principles and practices of public administration, including office management, fiscal controls, and staffing.
3. Vertical/lateral communication and non-confrontational problem resolution.
4. Economic development principles.
5. State and Federal funding mechanisms.
6. Automated systems and their applications as they relate to EDD's programs and services.
7. EDD's support systems, including business services, fiscal, personnel, legislative liaison, marketing, and labor market information.
8. State, local, and departmental procedures and methods to ensure a healthy work environment, equipment safety, and emergency services.
9. Community demographics, special customer group needs, and employer and labor market needs and trends.
10. Community-based organizations and the services they extend.
11. Job training programs and role of the Local Workforce Investment Act Operator.
12. Provisions of the California Unemployment Insurance Code and Federal and departmental regulations.
13. Political and economic trends as they relate to EDD's services.
14. Principles and practices of personnel management including equal employment opportunity, employer-employee relations, active listening, team building, staff empowerment, and staff training and development; coaching techniques.
15. The Department's Equal Employment Opportunity (EEO) program objectives, a leader's role in the EEO program, and the processes available to meet the EEO objectives.

B. ABILITY TO:

1. Formulate, implement, and evaluate multiple programs and reason logically in measuring and improving EDD's services.
2. Apply innovation, leadership, and vision to EDD's programs and engender involvement and empowerment in implementing of EDD's mission, values, management philosophy, and customer services.
3. Participate in community education and concerns relating to employment problems and EDD's programs.
4. Establish EDD in the community as a service provider, labor exchange, and economic development resource.
5. Foster and maintain effective working relationships with both internal and external customers.
6. Build an atmosphere for professional open communication, fair and equal treatment, and non-confrontational problem solving in regards to performance, operational, and administrative situations.
7. Treat others with respect and dignity and apply common sense and good judgment in all management practices.
8. Gather and analyze data.
9. Make decisions and accept accountability.
10. Communicate effectively.
11. Plan, organize, and direct the work of others.
12. Create a work environment and methods for staff to develop skills and career opportunities.
13. Implement equal employment opportunity policies.
14. Fulfill management responsibilities under the Ralph C. Dills Act (State Employer/Employee Relations).

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the EDD, Human Resource Services Division, (916) 654-6869, three weeks after the commence testing date if he/she has not received a notice in the mail.

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at www.spb.ca.gov.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans Preference Points are not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 1 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the EDD's Human Resource Services Division, at the State Personnel Board, and on the Internet at www.spb.ca.gov.

INQUIRIES ABOUT THIS EXAMINATION: The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to the Laura Carter-Cook at (916) 657-0558.